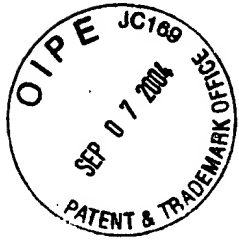


Serial No. 09/588,963
Amdt. Dated 2 September 2004
Reply to Office Action of August 11, 2004

RESPONSE UNDER 37 C.F.R. 1.116 – EXPEDITED
PROCEDURE – EXAMINING GROUP No.: 3623

AF
3623
JFW



IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Patent Application

Inventors: Frank J. Bogart
Camille Gabriel
Sarah Kiefhaber
Gary S. King
Rebecca K. Phelps

Corres. and Mail
BOX AF

Case No.: Bogart 18-3-1-4-1

Serial No.: 09/588,963 Group Art Unit: 3623

Filing Date: June 7, 2000

Examiner: Akiba K. Robinson Boyce

Title: Multimedia Customer Care Center Having a Layered
Control Architecture

Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

AMENDMENT

SIR:

In response to the Office Action mailed on February 26, 2004,
designated as paper no. 7 in the case, please enter the following
amendment in the above-identified application.

Amendments to the Claims are reflected in the listing of claims which
begins on page 2 of this paper.

Remarks/Arguments begin on page 6 of this paper.



IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Patent Application

Inventors: **Frank J. Bogart**
Camille Gabriel
Sarah Kiefhaber
Gary S. King
Rebecca K. Phelps

Case No.: **Bogart 18-3-1-4-1**

Serial No.: **09/588,963** Group Art Unit: **3623**

Filing Date: **June 7, 2000**

Examiner: **Akiba K. Robinson Boyce**

Title: **Multimedia Customer Care Center Having a Layered Control Architecture**

Mail Stop Non-Fee Amendment
Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

SIR:

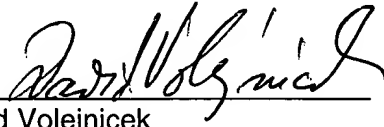
TRANSMITTAL LETTER

Enclosed is an Amendment in the above-identified application.

NO ADDITIONAL FEE REQUIRED

In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **Deposit Account No. 501602** as required to correct the error.

Respectfully submitted,

By 
David Volejnicek
Corporate Counsel
Reg. No. 29355
303-538-4154

Date: 02 Sept. 2004
Avaya Inc.
Docket Administrator
307 Middletown-Lincroft Road
Room 1N-391
Lincroft, NJ 07738

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to: Commissioner for Patents, PO Box 1450, Alexandria, VA. 22313-1450.

On 02 Sept. 2004 Tina R. Wilson
Date of Deposit (Type name of person mailing paper) (Signature of person mailing paper)